

PERFORMANCE REVIEW FORM



Name: David Masona
Position: IT Manager

KEY RESULTS AREA: IT Infrastructure Development & Management		KEY PERFORMANCE INDICATOR		Weight	Rating	Score
1	Strategy Execution	Implementation of AINZUN Core Insurance System		25%	5	1.25
2	IT OPEX Management	OPEX variance ≤ ±5% year-end		10%	5	0.5
3	Team Performance Management	100% KPI alignment; 4 quarterly reviews completed		15%	5	0.75
4	IT Audit Finalisation	100% audit items closed; 0 overdue high-risk items		20%	5	1
Total KRAs				70%		3.5

OTHER KEY RESULTS AREA		KEY PERFORMANCE INDICATOR		Weight	Score	
1	People	Average Staff Score (3) across Department		10%	5	0.50
2	Branding	Participate in all company events/Living the Brand		10%	5	0.50
3	Customer Service	Query and complaint resolution within 24hrs		10%		
Total BCS				30%		1.00
Total Weighting & Final Scores				100%		4.50

AGREED AREAS FOR DEVELOPMENT

1	
2	
3	

EMPLOYEE COMMENTS

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MANAGER COMMENTS

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Manager Signature:

Employee Signature:

Date:

Date: 11/03/26

PERFORMANCE REVIEW FORM



Name: Richard Chinuka
 Position: IT Systems Administrator

KEY RESULTS AREA: IT Infrastructure Development & Management	KEY PERFORMANCE INDICATOR	Weight	Rating	Score
1 Infrastructure Availability	>98% uptime across all core systems	25%	5	1.25
2 Incident Resolution MTTR	P1 ≤4 hours P2 ≤8 hours	20%	5	1
3 Partner Connectivity Reliability	≥99% partner link availability	15%	5	0.75
4 Governance & Change Compliance	≥95% change success rate; access reviews 100% on time; Manage change from H1P to Ainzun Core Insurance System)	10%	5	0.5
Total KRAs:		70%		3.5

OTHER KEY RESULTS AREA	KEY PERFORMANCE INDICATOR	Weight	Score
1 People	Stakeholder Management, Incident Resolution	10%	5
2 Branding	Participate in all company events/Living the Brand	10%	5
3 Customer Service	Query and complaint resolution within 24hrs	10%	0.50
Total BCs		30%	1.00
Total Weighting & Final Scores		100%	4.50

AGREED AREAS FOR DEVELOPMENT

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EMPLOYEE COMMENTS

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MANAGER COMMENTS

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Manager Signature: *[Signature]* Date: 11/03/26
 Employee Signature: *[Signature]* Date: 11/03/26

PERFORMANCE REVIEW FORM



Name: Yamwa Chiwevu
 Position: IT Applications Support Officer

KEY RESULTS AREA		KEY PERFORMANCE INDICATOR		Weight	Rating	Score
1	Application SLA Compliance	>90% SLA compliance across all supported applications		15%	5	0.75
2	Digitisation Adoption Rate	>75% user adoption within 3 months of go-live		25%	5	1.25
3	Digital Distribution Availability	>99% availability of digital distribution channels (Online Portals & Alnzun Core Insurance System)		20%	5	1
4	Release & Audit Compliance	100% release adherence; 0 unresolved high-risk audit items		10%	5	0.5
Total KRAs:						3.5

OTHER KEY RESULTS AREA		KEY PERFORMANCE INDICATOR		Weight	Score	
1	People	Stakeholder Management Incident Resolution		10%	5	0.50
2	Branding	Participate in all company events/Living the Brand		10%	5	0.50
3	Customer Service	Query and complaint resolution within 24hrs		10%		
Total BCS:						1.00
Total Weighting & Final Scores					100%	4.50

AGREED AREAS FOR DEVELOPMENT

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EMPLOYEE COMMENTS

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MANAGER COMMENTS

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Manager Signature:  Date: 11/03/26
 Employee Signature:  Date: 13/03/26

PERFORMANCE REVIEW FORM

Name: George Banda
 Position: IT Intern

KEY RESULTS AREA

KEY RESULTS AREA	KEY PERFORMANCE INDICATOR	Weight	Rating	Score
1 Support Ticket Contribution	>80% of assigned tickets resolved within SLA independently	25%	5	1.25
2 Infrastructure & Application Support	Active involvement in ≥90% of assigned infrastructure & application support tasks; issues escalated correctly and within SLA, support users on Core Insurance System (Ainzun)	20%	5	1
3 Technical Skill Development	≥4 training modules or certifications completed, Understanding of Core Insurance System (Ainzun)	15%	5	0.75
4 Compliance & Security Training	100% mandatory training completed by due dates	10%	5	0.5
Total KRAs		70%		3.5

OTHER KEY RESULTS AREA

OTHER KEY RESULTS AREA	KEY PERFORMANCE INDICATOR	Weight	Score
1 People	Stakeholder Management, Incident Resolution	10%	5
2 Branding	Participate in all company events/Living the Brand	10%	5
3 Customer Service	Query and complaint resolution within 24hrs	10%	0.50
Total BCs		30%	1.00

Total Weighting & Final Scores

100% 4.50

AGREED AREAS FOR DEVELOPMENT

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EMPLOYEE COMMENTS

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MANAGER COMMENTS

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Manager Signature: 

Date: 11/03/26

Employee Signature: 

Date: 12/03/26